

OCT 25 2005

FACSIMILE TRANSMISSION COVER SHEET

Date: 10/25/05FILE NO. 915-41810/019,745

TO:	<u>Ex Quynh Nguyen</u>
COMPANY/FIRM:	<u>USPTO</u>
PHONE NO.:	
FACSIMILE NO.:	<u>703 872-9306</u>

FROM:	<u>Shiming Wu</u>
COMPANY/FIRM:	<u>Ware, Fressola, Van Der Sluys & Adolphson LLP</u>
PHONE NO.:	<u>(203)261-1234</u>
FACSIMILE NO.:	<u>(203)261-5676</u>

CONFIRMATION BY ~~MAIL~~ ☒ EMAILNumber of pages (including this transmittal page): 11

If facsimile transmission is incomplete, please notify sender at (203)261-1234.

WARE, FRESSOLA, VAN DER SLUYS & ADOLPHSON LLP
BRADFORD GREEN, BUILDING FIVE
755 MAIN STREET, MONROE, CONNECTICUT 06468

TELEPHONE NO. (203) 261-1234

FACSIMILE NO. (203) 261-5676

THE INFORMATION CONTAINED IN THIS FACSIMILE IS CONFIDENTIAL AND MAY ALSO BE ATTORNEY-CLIENT PRIVILEGED, THE INFORMATION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU ARE NOT THE INTENDED RECIPIENT, OR THE AGENT OR EMPLOYEE RESPONSIBLE TO DELIVER IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY USE, DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED, IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE AND RETURN THE RECEIVED MESSAGE TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. THANK YOU.

RECEIVED
CENTRAL FAX CENTER
OCT 25 2005

Attorney Docket No.: 915-418
Application No.: 10/019,745

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

First Named Inventor: Kalle Ahmavaara
Application No.: 10/019,745
Filing Date (USC §371): May 9, 2002
PCT Filing Date: June 30, 2000
Title: Service Management
Group Art Unit: 2642
Examiner: Nguyen, Quynh H.

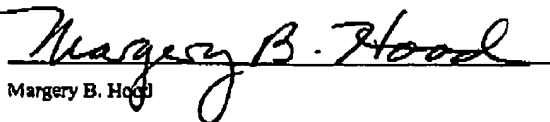
Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PROPOSED AMENDMENT IN CLAIMS

This paper is filed in response to the Examiner's phone interview on October 18, 2005.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to
the U.S. Patent and Trademark Office on the date shown below:


Margery B. Hood

Dated: Oct. 25, 2005